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2001-316-C

## Duke, Daphne

From:

Erskine, Randy H.

Sent:

Thursday, October 30, 2008 11:33 AM

To:

Duke, Daphne

Subject: Attachments: FW: TNCI: SCPSC CLEC Quarterly SQ Report SCPSC CLEC Quarterly SQ Report 3Q\_2008.doc

From: Stella Gnepp [mailto:sgnepp@TNCII.com] Sent: Thursday, October 30, 2008 11:32 AM

To: Erskine, Randy H.

Subject: TNCI: SCPSC CLEC Quarterly SQ Report

Dear South Carolina PSC Representative:

Pursuant to South Carolina – R.103-614, 618, 619, 661 & 663, Trans National Communications International, Inc. ("TNCI") herein submits its quarterly service quality report for the third quarter of 2008.

Please contact me if you have any further questions. Thank you.

Sincerely, Stella Gnepp

Stella Gnepp TNCI - Regulatory Affairs Manager 2 Charlesgate West Boston, Massachusetts 02215 Phone: 617.369.1163

Efax: 617.369.1187 Email: sgnepp@tncii.com Web: http://www.tncii.com

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## SCPSC SLEC – QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

**COMPANY NAME** 

Trans National Communications International, Inc. (d/b/a TNCI)

QUARTER/YEAR

3/2008

Mo	nth	
IVIU	11111	

Number of Customers Access Lines

Trouble Reports / Access Line (%)

Customer Out of Service Clearing Times (%)

New Installs Completed w/in 5 Days (%)

Commitments Fulfilled

July	August	September
128	129	138
1.5%	1.5%	3.6%
n/a	100%	100%
n/a	100%	n/a
100%	100%	100%

Comments / Explanations:

Person Making Report / Contact Information: <u>Stella Gnepp, Regulatory Affairs Manager, TNCI, 2 Charlesgate West, Boston, MA 02215, sgnepp@tncii.com, Phone:</u> 617-369-1163, Fax: 617-369-1187